

## WELCOME!

Because using a student health center may be a new experience for you, you might have questions about who we are and what we offer. The following information may answer some of your questions. Please take a few minutes to review this guide to your on-campus health resources—Cal Poly Pomona Student Health Services.

## WHAT IS STUDENT HEALTH SERVICES?

Student Health Services (SHS), located at the top of University Drive in Bldg. 46, is a fully staffed ambulatory care facility, providing basic services to students with illnesses, injuries or other health-related issues. The SHS Wellness Center provides health education services and is located in the same building but accessible via the West Entrance off of our parking lot.

Operating similarly to a family medical clinic, SHS places an emphasis on preventive medical and health education programs to help you stay healthy and fully productive in school. We are dedicated to providing a complete range of high quality and convenient basic medical and educational services at little or no cost to you.

Most students use SHS by appointment, like you would your own doctor. Call the main number (909) 869-4000 for an appointment. You will be offered a selection of appointment days and times that best meet your schedule. Urgent Care is available for sudden or same day illnesses and injuries. Whenever possible, please call ahead to help minimize your delay.

## WHAT TYPES OF MEDICAL SERVICES ARE AVAILABLE?

SHS medical services are similar to those provided by your family doctor, such as care for colds, cuts, sprains, infections, and flu, to name a few. This also includes women's gynecological examinations, minor surgeries (removal of warts, cysts, ingrown toenails, etc.), TB testing, Measles & Hepatitis B immunizations, well-patient physical exams, allergy injections and diagnosis of sexually transmitted infections.

Care is provided by licensed, professional medical doctors and nurse practitioners. We also have partnerships with specialized outside providers who offer student discounts.

If you need a referral for care we do not provide, we will assist you in locating an outside specialist.

## HOW MUCH DOES IT COST?

You're already covered! Your pre-paid, mandatory student health fee (\$45/quarter) covers your health care at SHS and our Wellness Center. Doctor, nurse practitioner, nurse, and health educator visits are at no charge, as well as x-rays and all lab tests done at SHS.

Prescriptions are sold at the cost of the medication plus \$1 for packaging, and reduced rates are charged for laboratory work that is sent to an outside lab. You may pay by cash, check, or charge (Visa & Mastercard only) at the time services are rendered.

## WHO CAN USE SHS?

Any currently registered CSU student who is enrolled in at least one unit of course work and who shows an official current photo ID and current class schedule can use SHS. You must be able to prove eligibility. The eligibility period for currently enrolled students is from the first day of the current quarter through the last day of the following quarter break. Basic services at other CSU health centers are also available to you at no charge.

If you are not currently enrolled, you may be eligible for care as a continuing student if you: 1) were enrolled at Cal Poly Pomona the previous two quarters, and 2) are returning next quarter. You will be charged a \$15 fee per visit (max of \$45) and minimal fees for certain other services.

## HOW DO I GET THERE?

SHS is located in Building 46, on University Dr., in front of Lot J.

### WALK/BIKE

Only 10-15 minutes from the center of campus or the residence halls. Get your exercise!

### SHUTTLE BUS:

Shuttles B & D travel both ways on University Drive and stop near the Health Center.

### DRIVE:

30 minute patient parking is available in the SHS lot next to the building. Make sure you sign the parking log in our lobby. Or park in Lot J, behind our building, with your valid parking permit.

## WHAT DO I DO ONCE I'M THERE?

1. Go to the Reception Desk and check in. Remember to bring your current CSU student photo ID. Sign in on the parking log if you parked in the patient parking lot so you don't get a ticket.
2. If this is your very first visit, the receptionist will ask you to fill out a medical history form and will create your new medical chart. Make sure you fill all paperwork out completely, especially the reason for your visit.
3. Take your new chart and blue visit sheet ("Blue Sheet") to your appointment station, drop it in the basket, and wait for your name to be called.

## WHAT ELSE IS AVAILABLE?

### PHARMACY:

The SHS Pharmacy stocks many common prescription drugs. All prescriptions are sold at our cost of the medication, plus a small packaging fee, so prices are very reasonable. Prescriptions written by a private physician can be filled at the SHS pharmacy provided the medication is available in our pharmacy. The Pharmacy also sells non-prescription, over-the-counter items at very low cost. Limited quantities of generic Tylenol & Sudafed are also available at no cost.

### LABORATORY:

SHS has its own laboratory on site which does routine blood and urine tests, throat cultures, tests for sexually transmitted diseases, and pregnancy tests.

You need to see a doctor or nurse practitioner first so they can order the lab work for you. For certain lab work which can't be done on site, you will be charged a discounted rate for having it done at an outside lab. This charge is typically much less than you would pay in a private medical facility.

### X-RAY:

X-ray facilities are available on site when ordered by a doctor or nurse practitioner as part of your care. All x-rays are done by a licensed radiologic technician and are sent for review by a radiologist. There is no additional charge for x-rays.

### HIV TESTING:

We offer a free and anonymous weekly service, by appointment, for sexually active students who want to find out if they've been infected by the HIV virus. A rapid, oral fluid collection process is used which returns results in about 20-40 minutes. To reserve an appointment, call the SHS main number at (909) 869-4000.

## HEALTH PROMOTION PROGRAMS AND WELLNESS RESOURCES

Health Promotion offers a wide variety of programs and resources that help students learn to stay healthy. Health educators are available for individual appointments as well as classroom presentations or group programs dealing with a wide range of health related topics.

### THE SHS WELLNESS CENTER:

Services are free at our Wellness Center and no appointments are needed. Stop in anytime during hours of operation to take advantage of the following services:

- Educational brochures & health-related handouts
- Individual counseling with health educators
- Blood pressure assessments
- Cholesterol & blood sugar screening
- Nutrition & exercise tips
- Fitness assessments
- Height & weight
- Referrals to health related resources on & off campus
- Stress reduction education
- Alcohol & other drug abuse prevention
- The Wellness Card Program
- American Heart Association CPR/AED Classes (\$45/class)
- Condoms (10 for \$1.00)

## HEALTH RESOURCE ROOM:

Located across from our Pharmacy, the Health Resource Room offers free information and health literature on a variety of topics from Acne to Zinc, including HIV/AIDS, nutrition, STD's, contraception, alcohol and other drugs. Condoms are also available for purchase at the Pharmacy (10 for \$1.00).

## INDIVIDUAL SESSIONS:

Schedule confidential appointments (909-869-4000) with a health educator for these and other topics:

- Alcohol & other drug use
- Birth control
- Exercise and fitness
- Nutrition
- Sexual health
- Smoking cessation
- Stress

## GROUP PRESENTATIONS:

Available for residential housing, Greek and other campus organizations, clubs and classes.

Topics include:

- Stress management
- Nutrition
- Exercise and fitness
- Sexual health
- CPR/AED classes. Call the CPR Hot Line (909-869-2888) for current info.
- Alcohol and other drugs

For information on these and other health promotion programs, call Health Promotion at (909) 869-5272/2753/4339/2017.

## WHAT ABOUT INSURANCE?

You may use SHS whether or not you have health insurance. Outside care, whether referred by SHS or not, is at the student's expense. Students are strongly encouraged to have supplemental medical insurance coverage. As a minimum, low cost medical insurance is available through the Associated Students, Inc. (ASI). Applications and pricing information are available online at [www.csuhealthlink.com](http://www.csuhealthlink.com) or in the lobby of SHS.

BE PREPARED! Familiarize yourself with your outside insurance plan so you are aware of the locations of local care providers when you need them. And be sure to carry your insurance coverage card with you at all times.

## WHAT HAPPENS AFTER I GRADUATE?

After you graduate, you will no longer qualify to use SHS. You may need to purchase outside insurance coverage until you become covered by another plan. Go to [www.csuhealthlink.com](http://www.csuhealthlink.com) to learn about short term insurance coverage at reduced cost.

## IN CASE OF EMERGENCY

SHS provides care only for urgent illnesses and injuries, or basic medical care to help you avoid missing classes and valuable study time. If you have a life-threatening illness or injury that requires an ambulance, call 911 immediately from any campus phone, or 909-869-3070 from your cell phone. Campus police will arrive within minutes to help. The police or dispatcher will also determine whether paramedics and/or an ambulance should be called.

When SHS is closed (evenings, weekends and holidays), or if you are not on campus, you can get local medical help, at your own expense, at the following facilities:

- Pomona Valley Hospital Medical Center (4.9 miles)  
1798 N. Garey Ave., Pomona  
Main (909) 865-9500  
Emergency Room (909) 865-9600  
(North of the 10 freeway at the Garey Ave. exit)
- San Dimas Community Hospital (6.5 miles)  
1350 W. Covina Blvd., San Dimas  
(909) 599-6811, Emergency Room (909) 394-2740  
(1/2 mile West of the 210 freeway at the Covina Blvd. Exit)
- Inter-Community, Citrus Valley Medical Center (7.4 miles)  
210 W. San Bernardino Rd., Covina  
Main (626) 331-7331  
Emergency (626) 915-6243
- Queen of the Valley, Citrus Valley Medical Center (9.9 miles)  
1115 S. Sunset Ave., West Covina  
(626) 962-4011
- Kaiser Permanente (Kaiser plan members only)  
Baldwin Park Medical Center (11.7 miles)  
1011 Baldwin Park Blvd., Baldwin Park  
Emergency (626) 851-1011
- Campus Police  
(909) 869-3070 (or 911 from a campus phone)

## WHAT ARE MY RIGHTS AND RESPONSIBILITIES AS A PATIENT?

As a patient at SHS, you have a number of rights and responsibilities, which are posted in every examination room.

**YOU HAVE THE RIGHT...**

- To be treated with respect and courtesy.
- To a choice of Health Professional or to request a change, no questions asked.
- To have your condition and treatment explained in understandable terms.
- To get a second opinion before making a medical decision.
- To confidentiality: We care about your privacy. All services are completely confidential.

#### YOU ARE RESPONSIBLE FOR...

- Bringing your ID to appointments.
- Coming to your appointment on time, or calling to cancel if you can't make it.
- Working as a team member with your Health Provider by asking questions to get well.